



State of Rhode Island
Department of Administration / Division of Purchases
One Capitol Hill, Providence, Rhode Island 02908-5855
Tel: (401) 574-8100 Fax: (401) 574-8387

October 7, 2013

ADDENDUM # 2

RFP#7504365

Title: State New Hire Directory

Bid Closing Date & Time: October 17, 2013 @ 10:00 AM (ET)

Notice to Vendors: Attention All Bidders

ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES.

NO FURTHER QUESTIONS WILL BE ANSWERED.

David J. Francis
Interdepartmental Project Manager

Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.

Vendor Questions for RFP #7504365 Rhode Island State New Hire Directory

Question 1: Section 1 requests a fully operational date of November 1, 2013. Would the State consider extending the fully operational date by a minimum of 60 days to enable a successor vendor to transition operations from the existing new hire vendor, complete system and website development, and systems testing with designated State technical resources to ensure that all systems will be fully operational upon transition?

Answer to question 1: **The State will consider an extension of 60 days if convinced that it is necessary.**

Question 2: Please clarify how the use of minority business enterprises will be evaluated and the portion of score and scoring section associated with this item. Is the current vendor meeting the minority business enterprise requirement? (section 2)

Answer to question 2: Vendor proposals will be scored based on the descriptions given in sections 4, 5 and 6.

Question 3: Please describe the purpose of the All Inclusive Hourly Rate and in what situations this would apply. Also, please define portal-to-portal expenses. (Section 2)

Answer to question 3: **As stated in the RFP for purposes of attendance at meetings, please see definition for details. During the course of the contract there may be instances where in-person meeting are required, this rate will reflect the all-inclusive cost by the vendor to participate. Portal-to-portal means travel expenses from place of business to the child support office in Providence.**

Question 4: The requirement appears to cut off. Please provide full requirement: “Any employment forms and/or other records misdirected to the state agency or returned as undeliverable mail sent by the contractor shall be picked up by the contractor on the first working day of each week from the DHS/OCSS offices located at 77 Dorrance St., 4th floor, Providence, RI 02903 or.” (Section 3. 1 D)

Answer to question 4: The correct language for Section 3.1.D should read, “Any employment forms and/or other records misdirected to the state agency or returned as undeliverable mail sent by the contractor shall be picked up by the contractor on the first working day of each week from the DHS/OCSS

offices located at 77 Dorrance St., 4th floor, Providence, RI 02903 **or sent electronically”**

Question 5: Will the contractor be required to send semiannual notifications if there are no procedural changes to the program? What has the average volume (number of notifications) been per year during the current contract term? (Section 3.1 E)

Answer to question 5: **Not required if there are no procedural changes. Note: This refers to procedural not legal changes. Changes required because of amendment to federal or state law must be implemented and the state must be notified immediately. That occurred once during the past contract**

Question 6: How many telephone calls were received each month by the help desk in the last 12 months and what was the average handle time for those calls? (section 3.1 F)

Answer to question 6: **Unknown. The help desk is located with current vendor.**

Question 7: Please provide the total and breakdown of new hire records received by reporting method for the past 5 years. (Section 3.2 B)

Answer to question 7:

**2009 - 153,000
2010 - 133,000
2011 - 120,000
2012 - 160,000
2013 - 185,000**

Question 8: Regarding e-mail as a submission method, the information submitted by employers is confidential in nature it would be recommended that secure electronic mail would be used in this transfer. What mechanisms do the current operations utilize to secure electronic mail? (Section 3.2 B)

Answer to question 8: **Vendor must comply with all federal and state confidentiality laws within their own operations. Vendor should have their own submission method .**

Question 9: Will the current new hire vendor provide a file of registered employer users and their passwords to the awarded vendor to ease the transition for Rhode Island employers who currently use the Rhode Island website? (Section 3.2 B)

Answer to question 9: **Yes, as part of transfer plan.**

Question 10: Will the state consider receiving the entire new hire database by an alternate secure method (such as secure FTP) rather than on cartridge? (Section 3.3, A)

Answer to question 10: **Yes, FTP.**

Question 11: The RFP states: “The contractor shall create a file (in a format provided and approved by DHS/OCSS) of all existing and new records processed on the new hire/re-hire database. The file will be transferred from the contractor’s FTP site via secure PGP encryption to the DHS cyberfusion server. The contractor shall initially deliver a cartridge of the entire new hire database within two business days of establishing the State of Rhode Island New Hire Directory.” Please clarify if these transmissions should be made via cartridge or FTP. (Section 3.3 C)

Answer to question 11: **FTP**

Question 12: The RFP states: “The State must then receive a file every Tuesday and Friday that contains only new additions, deletions and or modifications made to the state database since the last cartridge was delivered to the state.”

Will the file contain deletions flagged as such? Or is it correct to say deletions will not be included in the file? (Section 3.3 C)

Answer to question 12: **Deletions flagged as such**

Question 13: Is Quarterly Wage/New Hire matching conducted today in the current contract? Has the state established other procedures to detect employers who are not complying with federal and state law? (Section 3.5 A)

Answer to question 13: **Yes. At the present time the state has not established other procedures to detect employers who are not complying but would welcome any ideas to detect and follow-up .**

Question 14: What is the average volume of noncompliance notices that are mailed each month? (Section 3.5 A)

Answer to question 14: **At the present time the state does not have a system to monitor the number of noncompliance notices monthly but would welcome any ideas to capture and monitor this information.**

Question 15: Does the current contract have a transition plan? (Section 3.6 G)

Answer to question 15: **Yes.**

Question 16: Will the state consider an alternate staffing model with a project manager allocated less than full-time to bring a lower cost, best value to the state? (Section 3.6 H)

Answer to question 16: **No, Project Manager is essential.**

Question 17: The state estimated 240,000 records annually. Is Rhode Island new hire processing 240,000 records annually today? Is 240,000 annual transactions a projected volume? Please provide the annual transaction volumes for the past five years. (Section 5)

Answer to question 17:

Fiscal years:

2009 - 153,000

2010 - 133,000

2011 - 120,000

2012 - 160,000

2013 - 185,000

Question 18: The RFP says: "Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation

phase, the Technical Proposal must receive a minimum of 56 (80%) out of the maximum 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated.” Please advise if the proposal must score 56 or more, or 60 or more points to move on to the cost evaluation. (Section 6)

Answer to question 18: **60 was stated in error. The threshold to advance to the cost phase is 56 points out of 70.**

Question 19: Can the State provide a copy of the RFP in Microsoft Word format?

Answer to question 19: **No.**

Question 20: Can the State provide a list of Vendors submitting questions?

Answer to question 20: **No.**

Question 21: Page 10, letter C of the RFP addresses the employer notification packet. It states, “the contractor will mail, via first class mail, an employer’s packet to each employer on the employer file provided by the state.” Would the State consider allowing the Vendor to send the employer packet electronically if possible?

Answer to question 21: **Yes we would consider.**